

## Indian unit of a global leader in Building Materials embraces ITSM to realize significant improvement in Service Delivery and Customer Satisfaction

### Client Industry

Manufacturing

### Background

The Serviceberry client is the Indian arm of a leading Building Materials company headquartered in Switzerland.

The end client operates production sites in around 70 countries making it the most globally spread Building Materials group in the world. The company derives three quarters of its operational capacity and half of its net sales from emerging markets. The company earned revenues of 25 billion Swiss Francs for 2008 and employed around 80000 people.

The end client had chosen to deploy CA Service Desk R 11.2. From the view point of transforming the IT Service Management environment and increase the productivity of the IT team, the end client decided to manage the IT infrastructure centrally with a centralized Service Desk.

CA Service Desk was selected to implement customer aligned IT Service Management. CA Dashboard was chosen to provide decision support and executive visibility into IT Management / ITSM trends and analysis. The implementation was done in Mumbai for their India operations.

Serviceberry was the chosen partner to help define and implement a service management plan.

### Business Challenges

**The end client faced the following challenges:**

- A need to centralize IT helpdesk, thus providing a single interface to end users to log their complaints.
- Absence of an integrated view of IT incidents and therefore, the ability to track and manage them.
- Absence of a handle on changes and the disruptions they cause.
- Need for a mechanism to hold various service providers accountable to service levels.
- A need to reduce TAT and enhance customer responsiveness and quality of service.

### The Serviceberry Value

Serviceberry understood the end clients' global IT processes. As a next step, Serviceberry defined the baseline for the Service Desk deployment based on functional requirements and organizational goals.

**Among the modules implemented:**

- CA Service Desk provided centralized Incident Management to address end users IT problems
- CA Dashboard provided visibility into IT Service health.
- Customized Crystal Reporting providing decision making information to improve IT Service metrics.

This implementation demonstrates Serviceberry's ability to understand and deploy global standard IT processes for the local units of large, global enterprises. The deployment brings forth our expertise to create a deployment baseline and then to implement, configure and customize the Service Management application to meet customer business goals.

Serviceberry can help you realize significant value on your ITSM strategies and investments through truly customer-centric, result oriented services. To know more about how you can leverage our expertise to achieve better organizational value, please be in touch with us by email to [info@service-berry.com](mailto:info@service-berry.com) or give us a call.

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